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VEHICLE RECALLS: WHAT YOU SHOULD KNOW

Your car is important to you, and your safety is important to us. But when your car or an item of motor vehicle equipment poses a safety risk to you, your passengers, or other motorists sharing the road with you, then it can be recalled.

WHAT IS A RECALL?

When a manufacturer or the National Highway Traffic Safety Administration determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment), or (in rare cases) repurchasing the car.

WHAT DOES THIS MEAN TO ME?

If there is a safety recall, your manufacturer will fix the car or equipment free of charge.

HOW WILL I KNOW IF THERE'S A RECALL?

If there is a safety recall, your manufacturer will notify you by sending you a letter in the mail. The envelope looks like this:

You can also register your car so you can receive NHTSA e-mail notifications or alerts sent directly to your phone. NHTSA's Safercar mobile app (see www.safercar.gov) is available for both Apple devices and Android devices, or RSS feed.



WHAT DO I DO IF MY CAR IS RECALLED?

When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership. They will fix the recalled part or portion of your car for free.

CAN I FIND OUT NOW IF THERE'S A RECALL ON MY CAR?

Yes. You can look up your car on NHTSA's Web site – www.safercar.gov/vinlookup – or your manufacturer's Web site, to see if it's under a recall. You will need your Vehicle Identification Number (VIN) to do the lookup.

You can also download the Safercar mobile app and search for all vehicle recalls. The Safercar mobile app is available for iPhones (<https://itunes.apple.com/us/app/safercar/id593086230?ls=1&mt=8>) and Androids (<https://play.google.com/store/apps/details?id=gov.nhtsa.safercar&hl=en>).

See page 2 for more information on looking up your VIN.

WHERE DO I FIND MY VIN?

Look on the lower left of your car's windshield. You should be able to find your 17-digit VIN there.



Your VIN is also located on your car's registration card, and it may also be shown on your insurance card.

WILL MY VIN INFORMATION BE KEPT PRIVATE?

Your personal information (i.e., your VIN) is not stored or filed in any way.

WHAT DO THE RESULTS OF MY VIN LOOKUP MEAN?

There are three types of recall status types that might display:

- 1) **Recall INCOMPLETE** – This means that an incomplete or “open” recall was found on the car and the owner should follow the remedy instructions.
- 2) **Recall INCOMPLETE. Remedy Not Yet Available** – This means that an incomplete or “open” recall was found on the car, but the manufacturer is not yet ready to provide the needed remedy/fix.
- 3) **Number of Open Recalls: 0** – This means that either you have no recalls associated with your car or you have already had your car fixed.

WHAT IF MY CAR ISN'T RECALLED NOW? COULD IT BE RECALLED LATER?

Yes. Manufacturers are required to notify owners by mail within 60 days of notifying NHTSA of a recall decision. You can also search for recalls affecting your car by entering your VIN at www.safercar.gov/vinlookup.

You can also register your car and receive NHTSA [e-mail notifications](http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm) (<http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm>) or get alerts sent directly to your phone. NHTSA's Safercar mobile app is available for both [Apple devices](https://itunes.apple.com/us/app/safercar/id593086230?ls=1&mt=8) (<https://itunes.apple.com/us/app/safercar/id593086230?ls=1&mt=8>) and [Android devices](https://play.google.com/store/apps/details?id=gov.nhtsa.safercar&hl=en) (<https://play.google.com/store/apps/details?id=gov.nhtsa.safercar&hl=en>), or [RSS feed](http://www-odi.nhtsa.dot.gov/RSS/) (<http://www-odi.nhtsa.dot.gov/RSS/>). The Safercar mobile app sends recall information directly and conveniently to Android and iPhone users. It also provides information on crash test ratings.